Questionnaire Assistance Centers for Census 2000

FINAL REPORT

This evaluation study reports the results of research and analysis undertaken by the U.S. Census Bureau. It is part of a broad program, the Census 2000 Testing, Experimentation, and Evaluation (TXE) Program, designed to assess Census 2000 and to inform 2010 Census planning. Findings from the Census 2000 TXE Program reports are integrated into topic reports that provide context and background for broader interpretation of results.

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EXECUTIVE SUMMARY

This paper documents the existence and function of Questionnaire Assistance Centers in Census 2000. Questionnaire Assistance Centers were targeted locations designed to assist individuals who had questions about completing their Census questionnaires, who needed language assistance on their questionnaires, who had a general question about the census, or who never received a census questionnaire. These centers were open between March 8, 2000 and April 14, 2000.

Census Bureau Partnership Specialists, in consultation with local officials played an important role in selecting the census tracts where Questionnaire Assistance Centers were placed. Most of the tracts chosen to have Questionnaire Assistance Centers were in areas known to be either difficult to enumerate, heavily populated by certain racial and ethnic groups, or in linguistically isolated areas known to be heavily populated by speakers of certain foreign languages. Publicly accessible locations such as community centers and social service centers were set up to house Questionnaire Assistance Centers. The centers were staffed by paid clerks and volunteers. Some of the paid clerks had foreign language skills, so they could provide expert assistance to potential census respondents experiencing language difficulties. Volunteers were chosen from local community groups or other organizations that were in partnership with the Census Bureau. Both paid and unpaid staff provided literacy assistance to those respondents in need of it. Staff were instructed to complete a Record of Contact (Form D-399) for each potential census respondent that visited the center. Form D-399 documented the type and extent of assistance needed.

The key findings of this study are as follows:

* **There were a total of 23,556 Questionnaire Assistance Centers established during Census 2000 (see Deskins, 2001). However, data was collected and processed from only 14,222 of these centers.** There was no data processed from the remaining 9,334 centers. After the Questionnaire Assistance Centers closed, Record of Contact forms were sent to the National Processing Center where all of the forms received were keyed. It is possible that there were no Record of Contact forms collected from these remaining centers or that the forms collected from them were never sent to the National Processing Center for keying. There is no further information about the Record of Contact forms from the remaining 9,334 centers. The number of Questionnaire Assistance Centers from which data was collected and processed was computed by adding the number of different sites from the Record of Contact forms keyed.

* **Data was keyed for 559,027 potential census respondents that utilized the Questionnaire Assistance Centers during Census 2000.** About 39.4 percent of these respondents were provided with a Be Counted Form. Some respondents (26.4 percent) needed assistance on a specific type of questionnaire. **Of those who did need assistance, most asked for help in completing the short form.** Census forms were printed in six

different languages English, Spanish, Chinese, Korean, Vietnamese, and Tagalog. **Of the people who needed assistance on a specific questionnaire, most (64.6 percent) required assistance on the English short form.**

• **Respondents generally did not ask for assistance on specific questions or specific census forms.** Only a few respondents (2.3 percent) asked for assistance with a population or housing question on their census form. Only 5.8 percent of respondents indicated needing assistance with language, but another 4.6 percent marked that they could not read or understand the form.

• **Respondents reported other questionnaire related problems**. About 30.5 percent of the respondents did not receive a census form. Another 7.4 percent of the respondents noted that they had lost their mailed census form. Another 18.7 percent had a problem with their questionnaire that was not listed on Form D-399.

• **There were numerous ways that people learned about the Questionnaire Assistance Centers.** About 32.6 percent of the respondents learned of the Centers in ways unlisted on Form D-399. Of the alternatives listed on the form, 15.5 percent reported having seen a poster announcement.

• Language Assistance Guides were available in 37 different languages. **Most respondents (83.1 percent) did not request a Language Assistance Guide. Of the 94,639 people needing Language Assistance Guides, more than half (53.0 percent) needed them in Spanish.**

• Be Counted Forms were available in six different languages, including English. **Most respondents (60.6 percent) did not request a Be Counted Form. Of those who did (220,489 people), most requested them in English (69.8 percent) or Spanish (24.4 percent).**

Recommendations

The Census Bureau should continue to establish Questionnaire Assistance Centers during a census to help respondents. However, we recommend the following changes:

• **Increase the number of languages in which we provide the Be Counted Form**. The Be Counted Form was not available in Russian, Thai, Cambodian, Armenian, Creole, and Arabic. More than 1,000 respondents requested Language Assistance Guides in each of those languages. This suggests that there is likely to be sufficient demand for Be Counted Forms in those languages in future censuses. Making Be Counted Forms available in these languages may increase the response rate to the census.

- **Collect demographic information about the census respondents that utilize Questionnaire Assistance Centers.** This would make it easier to tell if the centers served the targeted population.

1. BACKGROUND AND METHODS

In Census 2000, Questionnaire Assistance Centers (QACs) were established in census tracts in mailout/mailback and update leave areas throughout the country. The QACs were designed to meet the following four objectives:

• To assist persons needing assistance with completing their census questionnaire,

• To provide assistance to those with language barriers to completing the census questionnaire,

• To assist persons who believe they did not receive a questionnaire, and

• To answer general questions about the census.

QAC locations were chosen by the Census Bureau, in consultation with local governments and relevant community organizations. The centers were located in selected census tracts, nationwide. Most of the tracts chosen to have Questionnaire Assistance Centers were in areas known to be either difficult to enumerate, heavily populated by certain racial and ethnic groups, or in linguistically isolated areas known to be heavily populated by speakers of certain foreign languages. Many of the census tracts chosen to receive QACs met specific criteria. Tracts meeting these criteria were known as flagged census tracts. Flagged census tracts met at least one of the following three criteria:

• Total population at least 250 and
  Total number of housing units at least 100 and
  Hard to Count Score of at least 50 and
  1990 Mail Non Return Rate at least 35 percent

• American Indian/Eskimo/Aleutian population at least 30 percent or
  Asian/Pacific Islander population at least 30 percent or
  Black/African American population at least 40 percent or
  At least 40 percent Hispanic Origin

• At least 15 percent Linguistically Isolated Households and
  At least a given percentage of specific language speakers. The exact percentage varied with the specific language.

Census Bureau Partnership Specialists, in consultation with local officials played an important role in selecting the census tracts that received QACs. They confirmed the selection of the flagged census tracts. They also selected other census tracts that did not meet the above criteria but were otherwise thought to be in difficult to enumerate areas. Once the census tracts were

established, Partnership Specialists approached local governments and community organizations for space in which to place QACs. Sometimes, free space was available from community organizations.

Operations staff at Local Census Offices (LCOs) were responsible for maintaining the QAC sites and for training and scheduling staff to administer the sites. QACs were staffed by paid clerks and volunteers. Some of the paid clerks had foreign language skills, so they could provide expert assistance to census respondents experiencing language difficulties. Both paid and unpaid staff provided literacy assistance to those respondents in need of it. Volunteers were chosen from local community groups or other organizations that were in partnership with the Census Bureau. Paid clerks and volunteers received identical training.

Questionnaire Assistance Centers were not established in Update/Enumerate or List/Enumerate areas. Enumerators provided assistance to census respondents in those areas. Foreign Language questionnaires were not available in QACs. Instead, the following were among the materials available at QACs:

- Language Assistance Guides (LAGs): LAGs were user-friendly visual aides that helped census respondents with language barriers understand and complete their English language short or long census form. They were available in 49 different foreign languages and in large-print English.

- Language Identification Flashcards: These were cards with phrases in each of the available languages. They were used to assist QAC staff in identifying the language spoken by the census respondents. A staff member held the card in front of the respondent and moved his or her finger from line to line on the card until the respondent indicated that the clerk was pointing to a line written in a language they could understand.

- Be Counted Forms: Be Counted Forms were questionnaires provided to those who did not previously receive a questionnaire, those who thought that they were not included on a questionnaire, or those who were without conventional housing on Census Day. They were available in six languages: English, Spanish, Chinese, Korean, Vietnamese, and Tagalog.

- Record of Contact Forms (Form D-399): These were the forms used to document the reason that census respondents visited the QACs. Census respondents that visited or contacted QACs answered the questions on this form. It was administered and completed by QAC staff. See Appendix A for an illustration of this form.

The Record of Contact forms were transmitted to the Local Census Office on a weekly basis where they were reviewed by census staff. This review determined whether the QAC site was receiving the expected amount of traffic, or whether it had sufficient staffing and materials.

After all of the QACs closed, the Record of Contact forms were sent to the National Processing Center (NPC) where all the forms received were keyed. Data analysis is based on tabulations of the responses on the keyed Record of Contact form. The contact form primarily collected responses to the following items:

- Item 06: *Respondent needed assistance on this type of questionnaire*
  Possible responses on Form D-399 were either the census short or long form in English, Spanish, Chinese, Korean, Vietnamese, and Tagalog. There was also a "not applicable" or "NA" response. Tables 2 and 2a compare the responses given by people utilizing the centers.

- Item 07: *General problem(s) with the questionnaire.* There were ten response alternatives. These are listed in Table 3. If none of the ten applied, respondents could mark "Other", and list different problem(s). Multiple responses by the same individual were permitted. Table 3 compares the responses given by people utilizing the centers.

- Item 08: *Language of Be Counted Form provided.* Be Counted Forms were provided to those who did not receive a questionnaire, those who thought that they were not included on a questionnaire, or those who were without conventional housing on Census Day. Forms were available in six languages. Possible responses on Form D-399 were English, Spanish, Chinese, Korean, Vietnamese, Tagalog, and "NA". Multiple responses were permitted. Table 4 lists the responses given by people utilizing the centers.

- Item 09: *Language Assistance Guide used.* This was used to indicate the language of the assistance guide requested. The guides were available in the 49 different languages listed below. (The 12 starred languages were not available in all QACs). Possible responses were each of the 37 languages available in all QACs, an "NA" response, a Large Print response, and an "Other" response where respondents listed the specific language. Table 5 identifies the languages for which 1,000 or more guides were requested.

  Guides were available in the following languages:

  Albanian*, Amharic*, Arabic, Armenian, Bengali, Burmese*, Cambodian, Chamarro, Chinese, Creole (Haitian), Croatian, Czech, Dari*, Dinka*, Dutch, Farsi, French, German, Greek, Hebrew*, Hindi, Hmong, Hungarian, Ilocano, Italian, Japanese, Korean, Kurdish*, Laotian, Polish, Portuguese, Roma*, Romanian, Russian, Samoan, Serbian, Slovak, Somali*, Spanish, Swahili*, Tagalog, Thai, Tibetan*, Tigrean*, Tongan, Ukrainian, Urdu, Vietnamese, Yiddish

- Item 10: *Ask all respondents this question before they leave the QAC: How did you learn about this Questionnaire Assistance Center?* There were nine possible responses on Form D-399 plus an "Other" response where respondents could write in an answer. Multiple responses by an individual were permitted. Table 6 tabulates these responses.

2. LIMITS

- We received keyed Record of Contact forms (D-399) from only 14,222 of the 23,556 Questionnaire Assistance Centers that were established. That means that we do not have keyed data from the remaining 9,334 centers. It is possible that there were no Record of Contact forms collected or the forms collected were never sent to NPC for these remaining centers. We do not know the characteristics of the centers that did not contribute keyed data to the study. We could have an unscientifically chosen sample of QACs contributing keyed data to the study.

- The data analysis is heavily dependent on the proper administration of the Record of Contact (D-399) form. These forms were completed by volunteers as well as hired clerks. The expectation is that a form was completed for each potential census respondent visiting the QAC. If that were not the case, the results may be compromised. There is also the potential for errors in keying these forms.

- The Record of Contact form (D-399) provides no demographic data on those respondents visiting the QACs. It thereby makes it difficult to tell if the QACs reached their targeted population.

3. RESULTS

All results presented are based on keyed data from 60.4 percent of the QAC's established nationwide. Refer to the limits section for more background on this.

3.1 How many Questionnaire Assistance Centers were established? What kind of census tracts had Questionnaire Assistance Centers?

Table 1 provides the number of QACs established, the number of QACs that had Record of Contact questionnaires keyed, and the number and type of census tracts that the keyed data represents.

- There were a total of 23,556 QACs, nationwide. Data was keyed from 14,222 (60.4 percent) of these QACs. The number of QACs from which data is available was computed by adding the number of different sites from which D-399 forms were received. The 14,222 QACs were established in 8,952 census tracts. This implies that some census tracts had more than one QAC.

- Flagged census tracts are defined to be those known to be difficult to enumerate, those that are heavily populated by some racial and ethnic groups, or those that are linguistically isolated (see Background and Methods). About 97.5 percent of the census tracts from which we have QAC data were flagged.

- The remaining 2.5 percent of census tracts from which we have QAC data were not flagged. Non-flagged tracts are defined to be those difficult to enumerate tracts that did not meet the flagged criteria (see Background and Methods).

Table 1: Number of 2000 Census Questionnaire Assistance Centers and Types of Census Tracts with Questionnaire Assistance Centers

	Number	Percent
Number of Questionnaire Assistance Centers	23,556	100.0
Number of Questionnaire Assistance Centers (from keyed data)	14,222	60.4
Number of Census Tracts with QACs (from keyed data)	8,952*	100.0
Number of Flagged Census Tracts with QACs	8,725	97.5
Number of Non Flagged Census Tracts with QACs	227	2.5
Total number of Census Tracts in 2000	61,258	---------

*D-399 keyed data is available from QACs in these tracts. The actual number of tracts with QACs is unknown.

3.2 How many people needed assistance on their census questionnaires? On which types of questionnaires did they need assistance?

Table 2, Number and Percent of Respondents Needing Assistance on Questionnaires provides the total number of people who contacted and utilized the 14, 222 Questionnaire Assistance Centers during Census 2000. It also tallies the responses to item 06 on Form D-399 indicating the type of questionnaire on which the respondent needed assistance.

- Data was keyed for 559,027 respondents that contacted and utilized the 14,222 QACs during Census 2000. Only 26.4 percent of the respondents requested help with a specific type of questionnaire.

- Over half of the respondents (55.0 percent) gave the "NA" response to this item of the contact form.

Table 2: Number and Percent of Respondents Needing Assistance on Questionnaires

06. Respondent needed assistance on this type of questionnaire	**Number**	**Percent**
Item Nonresponse	104,323	18.6
Respondents needing assistance where the type of questionnaire was not applicable-'NA'	307,254	55.0
Respondents identified a specific type of questionnaire	147,450	26.4
Total	559,027	100.00

Table 2a shows the number of respondents who needed assistance on a specific type of questionnaire. For Census 2000, both short and long forms were printed in five languages: English, Spanish, Chinese, Korean, Vietnamese and Tagalog.

- As expected, the majority of respondents required assistance on the English Short Form (D-1), followed by the English Long Form (D-2).

- However, questionnaire assistance was needed on each type of form. Within each language questionnaire, more respondents needed assistance on the short form version than the long form version except for those questionnaires printed in Tagalog. About 75 percent of the respondents who needed assistance on Tagalog questionnaires requested assistance on the long form version, Form D-2(T).

- The smallest number of respondents (less than 0.1 percent) needed assistance on Tagalog Short form questionnaires.

Table 2a: Number and Percent of Respondents Needing Assistance on Specific Census Forms

Form	Number	Percent
D-1　English Short Form	95,287	64.6
D-2　English Long Form	37,866	25.7
D-1(S)　Spanish Short Form	6,619	4.5
D-2(S)　Spanish Long Form	1,608	1.1
D-1(C)　Chinese Short Form	654	0.4
D-2(C)　Chinese Long Form	227	0.2
D-1(K)　Korean Short Form	325	0.2
D-2(K)　Korean Long Form	232	0.2
D-1(V) Vietnamese Short Form	339	0.2
D-2(V) Vietnamese Long Form	231	0.2
D-1(T) Tagalog Short Form	124	0.1
D-2(T) Tagalog Long Form	396	0.2
More than one form	3,542	2.4
Total	147,450	100.0

3.3 What specific problems did respondents have with census questionnaires?

Table 3 outlines most of the general problems respondents had with questionnaires.

- **Respondents generally did not ask for assistance on specific questions or specific census forms.** Only a few respondents (2.3 percent) asked for assistance with a population or housing question on their census form. Only 5.8 percent of respondents indicated needing assistance with language. But another 4.6 percent marked that they could not read or understand the form.

- **Respondents reported other questionnaire related problems**. About 30.5 percent of the respondents did not receive a census form. Another 7.4 percent of the respondents noted that they had lost their mailed census form. Another 18.7 percent had a problem with their questionnaire that was not listed on Form D-399.

- **Only 6.4 percent of respondents failed to respond to this item**

Table 3: General Problems Respondents had with the Questionnaires

Item 07: *General problems with the questionnaire*	Number	Percent
Did not receive form	170,499	30.5
Received two forms	10,517	1.9
Questioned receiving Long Form	22,383	4.0
Lost Form	41,248	7.4
Received form for Wrong Address or Person	2,905	0.5
Asked about a population question	7,882	1.4
Asked about a housing question	4,987	0.9
Needed Assistance with a language	32,573	5.8
Could not read or understand form	25,658	4.6
Visit unrelated to questionnaire	40,686	7.3
More than one problem with questionnaire	59,314	10.6
Other problem	104,384	18.7
Nonresponse to question about problems with questionnaire	35,991	6.4
Total	559,027	100.0

3.4 How did respondents learn about the Questionnaire Assistance Centers?

Table 4 tells how respondents learned about the QAC. It tallies the responses to item10 on Form D-399.

- Relatively few people (6.6 percent) heard about QACs from TV, radio or newspapers.

- The most popular way of learning about the QAC was to see an announcement of it on a poster.

- The size of the Other category, 32.6 percent, suggests that there were numerous ways of learning about the QACs not listed on Form D-399. The form provided an opportunity for respondents to mark a box titled 'Other' and then to list how they discovered the QAC. Some of these other ways of learning about the QACs were:

  - People saw the centers while conducting other activities. QACs were established in a variety of public locations including churches, shopping centers, libraries, office buildings and casinos.

  - From the advance letter. This was the letter mailed to households in mailout/mailback and update leave areas a few weeks before Census Day (see Smith and Jones, 2003). It contained instructions to phone the Local Census Office for more information on the nearest QAC.

  - People were approached by QAC staff and informed of the availability of the centers.

  - Through announcements made by employers, educators, or other authorities.

Table 4: How Respondents Learned about the Questionnaire Assistance Centers

Item 10. *"How did you learn about this Questionnaire Assistance Center?"*	Number	Percent
From a Friend or Relative	45,197	8.1
Saw it on a Poster	86,403	15.5
Read about it on a Flyer	18,525	3.3
Heard about it in a House of Worship	17,078	3.1
Heard about it on Radio	9,160	1.6
Saw it on TV	15,367	2.8
Read about it in Newspaper	12,230	2.2
Heard about it through Organization/Association	36,685	6.6
Heard about it at a Meeting	5,435	1.0
Other	182,286	32.6
More than one response to Question	56,331	9.9
Nonresponse to Question	74,330	13.3
Total	559,027	100.0

3.5 How many Language Assistance Guides were distributed at QACs? Which languages were most often requested?

Table 5 provides the number of respondents that used Language Assistance Guides to help complete their census forms. It gives the responses to item 09 of Form D-399. Table 5a gives the counts of the most utilized language guides. (See Appendix B for a more detailed table.)

•   Most respondents, 83.1 percent, either did not require a guide or did not respond.

•   Of those who did require a guide (16.9 percent), 53.0 percent requested a Spanish guide.

Table 5: Number of Respondents Using Language Assistance Guides (LAG)

Item 09. *Language Assistance Guide used*	Number	Percent
Nonresponse to Question on LAG	101,141	18.1
Response of "NA" to Question on LAG	363,247	65.0
Respondents using LAG	94,639	16.9
Total	559,027	100.0

Table 5a: Language of Most Requested Guides

	Number	Percent
Spanish	50,158	53.0
Russian	4,906	5.2
Chinese	4,848	5.1
Korean	3,218	3.4
Vietnamese	3,068	3.2
Thai	2,939	3.1
Cambodian	1,515	1.6
Creole	1,365	1.4
Armenian	1,346	1.4
Arabic	1,261	1.3
Other Languages*	19,048	20.1
Large Print	967	1.0
Total	94,639	99.8**

* See Appendix B for a complete list of the other languages
** Percentages may not add to 100.00 because of rounding error

3.6 How many Be Counted Forms were distributed at QACs? What is their distribution by language?

Table 6 provides the number of respondents requesting Be Counted Forms. Table 6a provides counts by language of the requested Be Counted Form. (See Appendix C for a more detailed and comprehensive table.)

•   Most respondents, 60.6 percent, either did not request a Be Counted Form or left the question unanswered.

•   Of those requesting Be Counted Forms, the most popular languages were English (69.8 percent) and Spanish (24.4 percent).

Table 6: Number of Be Counted Forms Provided at QACs

Item 08	Number	Percent
Nonresponse to Question on Be Counted Forms	93,313	16.7
Response of "NA" to Question on Be Counted Forms	245,225	43.9
Respondents Provided with Be Counted Form	220,489	39.4
Total	559,027	100.0

Table 6a: Language of Be Counted Form Provided

	Number	Percent
English	153,796	69.8
Spanish	53,795	24.4
Chinese	4,730	2.1
Korean	1,933	0.9
Vietnamese	2,230	1.0
Tagalog	392	0.2
More than one Language*	3,613	1.6
Total	220,489	100.0

* See Appendix C for a complete list of respondents who requested Be Counted forms in more than one language

4. CONCLUSIONS AND RECOMMENDATIONS

The objective of this study was to document the number of Questionnaire Assistance Centers (QACs) and to ascertain the extent and type of assistance provided to the public. Results of this study can help determine whether or not the overall objectives of the Questionnaire Assistance Centers were achieved. These results can help us suggest better ways of helping respondents properly complete their census forms.

Major conclusions are based on tabulated data which represents 60.4 percent of QACs established. They are as follows:

The Questionnaire Assistance Centers we have documented were established in appropriate locations. However, it is possible that some areas that needed QACs did not have them (see Limits). A major objective of the QAC is to provide help to those having trouble interpreting census forms because of language barriers**.** The QACs were deliberately located in tracts where according to the 1990 Census, foreign languages were extensively spoken. **Table 6a** shows that QACs provided Be Counted forms in the six languages in which the census forms were available. **Table 5a** shows that Language Assistance Guides in several different languages were requested.

Respondents generally did not ask for assistance on specific questions of specific census forms. Instead, they had other questionnaire related problems. Table 2 shows that 26.4 percent of respondents needed assistance on a particular type of questionnaire. **Table 3** shows that 42.5 percent of respondents either lost their form, did not receive their form, or could not read or understand their form. Only 2.3 percent of respondents asked about a population or housing question on the questionnaire.

There were numerous ways that respondents learned of the QACs. Table 4 shows that many respondents learned of the Centers in ways that were unlisted on Form D-399.

Recommendations for the future are:

The Census Bureau should continue to establish QACs in tracts with documented language barriers as well as in tracts that are difficult to enumerate.

We should also increase the number of languages in which the Be Counted Form is provided. The Be Counted Form was not available in Russian, Thai, Cambodian, Armenian, Creole, and Arabic. More than 1,000 respondents requested Language Assistance Guides in each of those languages. This suggests that there is likely to be sufficient demand for Be Counted Forms in those languages in future censuses. Making Be Counted Forms available in these languages may increase the response rate to the census.

The Census Bureau should collect demographic information about the census respondents that utilize Questionnaire Assistance Centers. This would make it easier to tell if the centers served the targeted population.

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APPENDIX A: FORM D-399

United States Census 2000

FORM **D-399**
(8-31-99)

U.S. DEPARTMENT OF COMMERCE
BUREAU OF THE CENSUS

RECORD OF CONTACT
QUESTIONNAIRE ASSISTANCE CENTER

INSTRUCTIONS – *Complete one form for each contact. Answer every item. Submit all forms to your supervisor at the end of your shift.*

01. LCO code

02. Site I.D.

03. Clerk name

04. Date → | Month | Day

05. Time ___ a.m. / p.m.

06. Respondent needed assistance on this type of questionnaire – *Mark (X) one.*

- 01 ☐ D-1
- 02 ☐ D-2
- 03 ☐ D-1(S)
- 04 ☐ D-2(S)
- 05 ☐ D-1(C)
- 06 ☐ D-2(C)
- 07 ☐ D-1(K)
- 08 ☐ D-2(K)
- 09 ☐ D-1(V)
- 10 ☐ D-2(V)
- 11 ☐ D-1(T)
- 12 ☐ D-2(T)
- 13 ☐ NA

07. General problem(s) with the questionnaire – *Mark (X) all that apply.*

- 01 ☐ Did not receive form
- 02 ☐ Received two forms
- 03 ☐ Complained or questioned receiving a long form
- 04 ☐ Lost form
- 05 ☐ Received form for wrong address/person
- 06 ☐ Asked about a population question(s) – *Specify question number in Item 11.*
- 07 ☐ Asked about a housing question(s) – *Specify question number in Item 11.*
- 08 ☐ Needed assistance with a language
- 09 ☐ Could not read/or understand form
- 10 ☐ Visit not related to questionnaire
- 11 ☐ Other – *Specify ↗*

08. Language of Be Counted Form provided ↗

- 01 ☐ English
- 02 ☐ Spanish
- 03 ☐ Chinese
- 04 ☐ Korean
- 05 ☐ Vietnamese
- 06 ☐ Tagalog
- 07 ☐ NA

09. Language Assistance Guide used – *Mark (X) one.*

- 01 ☐ Arabic
- 02 ☐ Armenian
- 03 ☐ Bengali
- 04 ☐ Cambodian
- 05 ☐ Chamarro
- 06 ☐ Chinese
- 07 ☐ Creole (Haitian)
- 08 ☐ Croatian
- 09 ☐ Czech
- 10 ☐ Dutch
- 11 ☐ Farsi
- 12 ☐ French
- 13 ☐ German
- 14 ☐ Greek
- 15 ☐ Hindi
- 16 ☐ Hmong
- 17 ☐ Hungarian
- 18 ☐ Ilocano
- 19 ☐ Italian
- 20 ☐ Japanese
- 21 ☐ Korean
- 22 ☐ Laotian
- 23 ☐ Polish
- 24 ☐ Portuguese
- 25 ☐ Romanian
- 26 ☐ Russian
- 27 ☐ Samoan
- 28 ☐ Serbian
- 29 ☐ Slovak
- 30 ☐ Spanish
- 31 ☐ Tagalog
- 32 ☐ Thai
- 33 ☐ Tongan
- 34 ☐ Ukrainian
- 35 ☐ Urdu
- 36 ☐ Vietnamese
- 37 ☐ Yiddish
- 38 ☐ Large Print
- 39 ☐ Other ↗
- 40 ☐ NA

10. *Ask all respondents this question before they leave the QAC: "How did you learn about this Questionnaire Assistance Center?"*

Mark (X) all that apply.

- 01 ☐ Heard about it from a friend/relative
- 02 ☐ Saw it on a poster
- 03 ☐ Read about it in a flyer
- 04 ☐ Heard about it at place of worship
- 05 ☐ Heard about it on the radio
- 06 ☐ Saw it on TV
- 07 ☐ Read about it in the newspaper
- 08 ☐ Heard about it through organization/association
- 09 ☐ Heard about it at a meeting
- 10 ☐ Other – *Explain ↗*

11. Remarks

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Complete Responses to Item 09 of Contact Form: Language Assistance Guides Requested

	Number	Percent
Spanish	50,158	53.0
Russian	4,906	5.2
Chinese	4,848	5.1
Korean	3,218	3.4
Vietnamese	3,068	3.2
Thai	2,939	3.1
Cambodian	1,515	1.6
Creole	1,365	1.4
Armenian	1,346	1.4
Arabic	1,261	1.3
Polish	1,051	1.1
Hmong	830	0.9
Portuguese	826	0.9
Ukrainian	687	0.7
Hindi	428	0.5
Samoan	406	0.4
Japanese	386	0.4
Laotian	374	0.4
French	364	0.4
Tagalog	300	0.3
Italian	275	0.3

Yiddish	227	0.2
Croatian	203	0.2
Urdu	186	0.2
Farsi	183	0.2
Bengali	104	0.1
Greek	78	0.1
Slovak	72	0.1
Romanian	66	0.1
German	57	0.1
Serbian	56	0.1
Tongan	48	0.1
Hungarian	34	0.0
Chamarro	29	0.0
Czech	20	0.0
Ilocano	17	0.0
Dutch	16	0.0
Other	9,063	9.6
Large Print	967	1.0
More than one Language Guide	2,662	2.8
Total	94,639	99.9*

* Percentages may not add to 100.00 because of rounding error

APPENDIX C

Complete Responses to Item 08 of Contact Form: Be Counted Forms Requested

	Number	Percent
English	153,796	69.8
English and Spanish	908	0.4
English, Spanish and Chinese	10	0.0
English, Spanish, Chinese and Korean	3	0.0
English, Spanish, Chinese, Korean, Vietnamese, and Tagalog	14	0.0
English, Spanish, Chinese, Korean and "NA"	1	0.0
English, Spanish, Chinese and Vietnamese	1	0.0
English, Spanish, Chinese, Vietnamese and Tagalog	3	0.0
English, Spanish, Chinese and Tagalog	1	0.0
English, Spanish and Korean	2	0.0
English, Spanish and Vietnamese	4	0.0
English, Spanish and Tagalog	1	0.0
English, Spanish and "NA"	18	0.0
English and Chinese	106	0.0
English, Chinese and Korean	1	0.0
English, Chinese, Korean and Vietnamese	1	0.0
English, Chinese and Vietnamese	1	0.0
English, Chinese, Vietnamese and Tagalog	1	0.0
English, Chinese and "NA"	2	0.0
English and Korean	16	0.0
English, Korean and "NA"	2	0.0
English and Vietnamese	128	0.1
English and Tagalog	16	0.0

English and "NA"	1,547	0.7
Spanish	53,795	24.4
Spanish and Chinese	8	0.0
Spanish, Chinese and Vietnamese	1	0.0
Spanish and Korean	2	0.0
Spanish and Tagalog	1	0.0
Spanish and "NA"	709	0.3
Chinese	4,730	2.2
Chinese, Korean, and Vietnamese	1	0.0
Chinese and "NA"	29	0.0
Korean	1,933	0.9
Korean and "NA"	19	0.0
Vietnamese	2,230	1.0
Vietnamese and Tagalog	2	0.0
Vietnamese, Tagalog and "NA"	1	0.0
Vietnamese and "NA"	29	0.0
Tagalog	392	0.2
Tagalog and "NA"	24	0.0
Total	220,489	100.0